



41 2151

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:
Holden, et al.,

Serial No.: 09/735,427

Filed: December 12, 2000

For: SYSTEM AND METHOD FOR
DYNAMIC QUEUING IN AN
AUTOMATIC CALL DISTRIBUTOR

§ Docket Number: 11433RRUS01U
§ (22171.177.02)

§ Customer No. 27683

§ Group Art Unit: 2151

§ Examiner: Phillips, Hassan A.

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RESPONSE

JUL 16 2004

Technology Center 2100

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action of April 8, 2004, please reconsider the application in light of the following remarks:

Amendments to the Claims begin on page 2 of this paper.

Amendments to the Drawings begin on page 9 of this paper and include both attached replacement sheets and annotated sheets showing changes.

Remarks begin on page 10 of this paper.